

**SETTLEMENT
PROGRAM ACTIVITIES AND
SERVICE DELIVERY TRENDS
1986/87**

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SETTLEMENT PROGRAM ACTIVITIES AND SERVICE DELIVERY TRENDS 1986/87

1.0 INTRODUCTION

Under the Honourable Rick Orman, Minister of Career Development and Employment, the Settlement program has the primary provincial mandate for immigrant settlement in Alberta.

The Alberta Settlement program assists voluntary organizations and mainstream human service agencies in their delivery of services to newcomers. The program does this through the provision of grants support; consultation; program development assistance; the development and distribution of resources and materials; and coordination of settlement activities.

2.0 GRANTS SUPPORT

During the 1986/87 fiscal year, the Alberta Settlement program provided grants to voluntary organizations through the Integrated Service Program (ISP) - an ongoing grants program, and through short-term project grants.

3.0 INTEGRATED SERVICE PROGRAM (ISP)

April 1, 1986 marked the beginning of Canada's first federal/provincial joint grants program for the delivery of settlement services.

The Integrated Service Program represents a partnership between the federal and provincial governments, and the voluntary sector. The federal government, through Canada Employment and Immigration Commission and Alberta Settlement, jointly review applications for funding, and jointly monitor the delivery of services. This has resulted in less paperwork and administration for voluntary immigrant aid organizations, and greater coordination of settlement services on the part of both governments.

Under the ISP, services for newcomers are designed to:

- meet their special and specific needs, particularly during their first year of residency in Canada and Alberta;
- be responsive to the special long-term settlement needs of newcomers;
- overcome cultural and linguistic barriers to accessing opportunities and services generally available to all residents; and
- increase an individual's participation and contribution to life in Canada and Alberta.

There are six categories of services which are eligible to be funded under the ISP. These are:

- a) Reception - meeting newcomers on arrival and taking care of their initial needs until they are established in permanent accommodation.
- b) Interpretation/Translation - to facilitate interaction between the newcomer and the community, and assist in day-to-day survival prior to the newcomer obtaining sufficient knowledge of one of the official languages. The focus is on accessing services available in the community.
- c) Orientation/Information - the provision of information and guidance to assist the newcomer in understanding everyday living in Alberta.
- d) Employment Orientation - preparing newcomers to actively seek and access employment and training opportunities by providing assistance in obtaining required certification and/or trade documents, providing information on employer expectations, help with job search techniques.
- e) Referral Services - providing links to the available resources in the community.
- f) Counselling - nontherapeutic counselling to newcomers experiencing normal adjustment difficulties associated with relocation.

For the 1986/87 fiscal year, the Alberta Settlement program contributed 70% of the dollars to ISP - \$1,185,600, and CEIC contributed 30% to eleven organizations in six Alberta communities.

The provincial contribution to organizations ranged from \$19,000 to \$240,000. The services contracted varied from only one service to all six ISP services from an organization.

The organizations, communities, and the ISP services contracted are depicted in the following chart.

1986/87 INTEGRATED SERVICE PROGRAM - ORGANIZATIONS AND SERVICES

A - Reception
 B - Interpretation/Translation
 C - Orientation
 D - Employment
 E - Referral
 F - Counselling

AGENCY**Edmonton**

	A	B	C	D	E	F
Catholic Social Services	X	X	X	X	X	X
Changing Together - A Centre for Immigrant Women				X	X	X
Edmonton Immigrant Services Association		X	X	X	X	X
Edmonton Mennonite Society for the Assistance of Newcomers		X	X	X	X	X
St. Barnabas Refugee Society		X	X		X	X

Red Deer

	A	B	C	D	E	F
Catholic Social Services	X	X	X		X	X
Central Alberta Refugee Effort			X	X	X	X

Calgary

	A	B	C	D	E	F
Calgary Catholic Immigration Society	X	X	X	X	X	X
Calgary Immigrant Aid Society		X	X		X	X
Calgary Immigrant Women's Centre				X		

Camrose

	A	B	C	D	E	F
Catholic Social Services	X	X	X		X	X

Lethbridge

	A	B	C	D	E	F
Lethbridge Immigrant Settlement Association	X	X	X		X	X

Medicine Hat

	A	B	C	D	E	F
Medicine Hat Society for Immigrant Settlement	X	X	X	X	X	X

3.1 Service Delivery Trends for ISP Funded Services

Since 1980, over 95,000 new immigrants have arrived in Alberta. Of this number, 21,000 (22%) were refugees and 46,000 (48%) were family class and assisted relative immigrants. Since 1983, Alberta has received about 10,000 newcomers annually.

During 1986/87, through the Integrated Service Program, funded organizations assisted almost 19,000 immigrants.* Approximately 14,000 (75%) of all the clients served were refugees, and 2,300 (12%) were family class and assisted relative immigrants. A description of the terms "refugee," "family class," etc. is found on page A-2 of the Appendix.

Almost half (9,080/18,958) had been in Canada less than one year. Almost equal numbers (25% each) had resided in Canada 13-36 months, or over 36 months.

Sixty percent of the clients served had not been assisted by the agencies prior to April 1, 1986.

The Edmonton Mennonite Society for the Assistance of Newcomers served the highest proportion of family class immigrants (33.7%), followed by Calgary Immigrant Aid Society (20.3%).

The agencies with the highest percentage of clients in Canada for over three years were the Edmonton Mennonite Society for the Assistance of Newcomers, Calgary Immigrant Aid Society and Central Alberta Refugee Effort in Red Deer (40%, 35% and 31%, respectively).

Medicine Hat Society for Immigrant Settlement and Lethbridge Immigrant Settlement Association served the greatest proportion of new arrivals in their client loads (74% and 66%, respectively).

Vietnam and El Salvador have remained the most frequently represented countries of birth of the clients served. Although the proportion of clients served from Vietnam has declined from 45% in 1984/85 to 31% in 1986/87; the actual numbers assisted have increased slightly (1984/85 - 5,187; 1986/87 - 5,890).

* The statistics on numbers and the profile of immigrants served by funded agencies is based on a compilation of quarterly forms submitted by each agency. Only clients served by paid staff funded by the ISP were counted although each organization also provided a range of other services delivered by paid staff funded by other sources or delivered by volunteers.

The data on the number of clients served does not provide any indication of the nature, quality or effectiveness of the services provided. In addition, clients may be served by more than one agency in a community which will result in some double-counting. For example, in Edmonton, one agency is contracted to provide reception and a second agency is contracted to provide orientation. This means that a client receiving both services will be counted twice.

The actual numbers of clients from El Salvador have doubled from 1,365 served in 1984/85 to 2,618 served in 1986/87. Immigrant aid organizations are generally assisting greater numbers of Spanish-speaking clients (from El Salvador, Chile, Nicaragua and Guatemala). In 1984/85, 1,827 (16% total clients) were served compared to 4,277 (22% of total clients) in 1986/87.

The numbers of Cambodians served has also increased from 535 (4.6%) in 1984/85 to 1,528 (8%) in 1986/87.

The numbers of Eastern European newcomers assisted (from Czechoslovakia, Hungary, Poland and Romania) has remained relatively constant with 1,467 (12%) served in 1984/85 compared to 1,975 (10%) served in 1986/87.

The majority of agencies reflected the above trends as to source countries of clients served. The exceptions are the two immigrant women's centres and Catholic Social Services in Camrose.

Changing Together and the Calgary Immigrant Women's Centre had larger proportions of their clients from nonrefugee source countries such as India, Hong Kong and the Phillipines. The Camrose office of Catholic Social Services has continued over the last three years to service a high proportion of refugees from Laos.

Tables detailing the number of immigrants served by agency and community are included as Appendix A.

4.0 1986/87 PROJECT GRANTS

Twelve short-term project grants totalling approximately \$110,000 were awarded in 1986/87.

The grants enabled voluntary organizations to undertake special initiatives in the following areas:

- Resource/Materials Development, in particular, for employment programs or for orientation:
 - to assist in reaching underserved groups;
 - for boards of directors;
 - to sensitize "mainstream" agencies to the service needs of immigrants.
- Research and Evaluation, in particular:
 - evaluation of the effectiveness of settlement programs;
 - research to assess needs for use in program planning.
- Conferences/Workshops, in particular:
 - the provision of learning opportunities for settlement counsellors and boards of directors which will contribute to improving the ongoing delivery of settlement services.

The agencies and the descriptions of the projects funded appear in the following chart.

1986/87 ALBERTA SETTLEMENT PROJECT GRANTS

AGENCY	PROJECT TITLE	DESCRIPTION
1. Alberta/NWT Network of Immigrant Women	Conference for Immigrant Women	Support of Conference held in Calgary in April, 1986
2. Catholic Social Services	"Values in the Human Services - Reflections on Caring"	Support of International Conference held in Edmonton April/May, 1986
3. Catholic Social Services	GED Preparation Program	To provide tutoring to unemployed or under-employed immigrants who wish to complete the General Educational Development exams (high school equivalency)
4. Catholic Social Services	Survey of Vietnamese refugees and their health care practices	To find out how this group responds to illness, and the types of illnesses and health needs
5. Calgary Catholic Immigration Society	Board Development	A two-day workshop on policy development and planning for the Society's Board and senior staff
6. Calgary Immigrant Aid Society	Staff Development	Staff training in areas identified by staff, such as individual language improvement, and interpersonal communication skills
7. Calgary Immigrant Women's Centre	Leadership Skills Training Kit for Immigrant Women	To develop a life skills and leadership skills kit for immigrant women in their roles of volunteer, board member or staff person
8. Central Alberta Refugee Effort (CARE)	Khmer/Lao Slide Tape	To develop orientation slide/tape presentations on topics such as housing, community services, health care in Khmer and Lao

1986/87 ALBERTA SETTLEMENT PROJECT GRANTS
(Continued)

AGENCY	PROJECT TITLE	DESCRIPTION
9. Edmonton Immigrant Services Association	Survey of Young Adult Immigrants	Survey of 18 to 25 year old newcomers in Edmonton to identify needs
10. Edmonton Mennonite Society for the Assistance of Newcomers	Orientation for privately sponsored immigrants from South-east Asia	To provide orientation information for privately sponsored newcomers based on the Newcomers' Guides series
11. Indo-Canadian Women's Association	Volunteer Training and Board Development	To train 20 volunteers on how to assist immigrants of East Indian origin
12. St. Barnabas Refugee Society	In-depth orientation for Spanish-speaking women	The provision of workshops on topics such as family planning, nutrition, and the development of an ongoing support group

5.0 VOLUNTEER CONTRIBUTIONS

In addition to the clients served by paid staff, volunteers in funded immigrant aid organizations contributed over 58,000 hours of service in 1986/87.

This is roughly equivalent to 33 people working full-time for a twelve month period. Even at a minimum wage, the value of the hours volunteered would have totalled over \$220,000.

Volunteers assisted in many areas, such as on the Board of Directors or Committees of the Board, as interpreters/translators, or in providing individual attention and social support to newcomers.

The following table summarizes volunteer contributions by agency.

VOLUNTEER HOURS CONTRIBUTED TO SETTLEMENT AGENCIES - 1986/87*

AGENCY	ESTIMATED NUMBER OF VOLUNTEER HOURS
Calgary	
Calgary Catholic Immigration Society	20,956
Calgary Immigrant Aid Society	10,101
Calgary Immigrant Women's Centre	1,729
Edmonton	
Catholic Social Service	3,000
Changing Together	2,063
Edmonton Mennonite Centre for Newcomers	7,094
Edmonton Immigrant Services Association	2,894
St. Barnabas Refugee Society	5,815
Red Deer	
Catholic Social Services	300
Central Alberta Refugee Effort Committee	1,047
Lethbridge	
Lethbridge Immigrant Settlement Association	1,793
Medicine Hat	
Medicine Hat Society for Immigrant Settlement	1,584
Camrose	
Catholic Social Services	200
TOTAL VOLUNTEER HOURS	
	<u>58,576</u>

* Compiled by Alberta Immigration and Settlement from estimated total number of volunteer hours as submitted by agencies. All figures were rounded to the nearest hour.

6.0 SUPPORT TO GROUP SPONSORS

The Alberta Settlement program continued to support group sponsors of refugees by covering the payment of Alberta Health Care premiums for the first year of residency for privately sponsored refugees and refugee families.

7.0 DEVELOPMENT AND DISTRIBUTION OF RESOURCES

The Settlement program development staff continued to develop and distribute resources for newcomers and those who work with them.

The series "Newcomers' Guides to Alberta" in the English and multilingual formats, as well as other reports such as a profile on "Issues Facing the Adaptation of Latin American Immigrants" and "An Overview of Immigration to Alberta for the Period 1981 to 1985" were still requested and widely distributed.

In addition, the following activities were undertaken in 1986/87.

- a) Development of a newcomers' guide to "Families in Alberta," and translation into four languages.
- b) Development of print orientation materials to be translated into other languages such as Khmer and Lao.
- c) Reorganization and updating of the Settlement Services Resource Centre. Publishing and distributing a revised bibliography of materials available for loan.
- d) Updating and revising the multilingual newcomers' guide "Welcome to Alberta."
- e) Updating, revising and distributing a directory of licensing and certification bodies in Alberta to assist in career counselling.
- f) Producing and distributing a quarterly newsletter on settlement activities in Alberta.

8.0 CONFERENCES, SEMINARS

The Settlement program has traditionally supported the work of the voluntary Boards of Directors of funded agencies. Following up an introductory Board Development Workshop held in May 1986, the Settlement program hosted a second workshop in February 1987, which focused on the responsibilities of Chairpersons of Boards and Executive Directors. Each of the eleven funded organizations participated in the workshop.

In addition, staff contributed through presentations and participation at the following conferences:

- Alberta Teachers of English as a Second Language, Edmonton;
- Canadian Council for Refugees, Winnipeg and Toronto;
- Second National Conference of Immigrant and Visible Minority Women, Winnipeg;
- "Reflections on Caring - Values in the Human Services," Edmonton.

9.0 COORDINATION OF SETTLEMENT ACTIVITIES

The Settlement program recognizes the importance of coordinating the efforts of the various levels of government, and community groups in the delivery of services to newcomers.

The Integrated Service Program serves as a major vehicle for coordinating services to immigrants through the involvement of the Alberta Settlement program (headquarters and regional offices) and two federal departments - Canada Employment and Immigration, and the Secretary of State for Multiculturalism. The same offices were invited to review applications for project grants.

Settlement program staff also participate in the regular interagency meetings of organizations that assist immigrants. Interagency committees operate in Edmonton, Calgary, Red Deer, Medicine Hat and Lethbridge.

As well as close ongoing liaison and consultation with voluntary immigrant aid organizations regarding settlement issues, staff work closely with other provincial government departments and programs.

APPENDIX A

INTEGRATED SERVICE PROGRAM - 1986/87
SERVICE DELIVERY TRENDS

TABLES

NUMBER OF IMMIGRANTS SERVED:

1. BY AGENCY 1984/85, 1985/86 AND 1986/87
2. BY IMMIGRATION CATEGORY 1986/87
3. BY TIME OF ARRIVAL 1986/87
4. BY NEW OR RETURNING 1986/87
5. BY TOP TEN COUNTRIES OF ORIGIN 1985/86 AND 1986/87
6. BY AGENCY BY TOP TEN COUNTRIES OF ORIGIN 1986/87

- | | | |
|----|---|------------------|
| A) | CATHOLIC SOCIAL SERVICES - EDMONTON | (CSS - EDMONTON) |
| B) | CHANGING TOGETHER - A CENTRE FOR IMMIGRANT WOMEN | (CT) |
| C) | EDMONTON IMMIGRANT SERVICES ASSOCIATION | (EISA) |
| D) | EDMONTON MENNONITE SOCIETY FOR THE ASSISTANCE OF
NEWCOMERS | (EMSAN) |
| E) | ST. BARNABAS REFUGEE SOCIETY | (SBRS) |
| F) | CALGARY CATHOLIC IMMIGRATION SOCIETY | (CCIS) |
| G) | CALGARY IMMIGRANT AID SOCIETY | (CIAS) |
| H) | CALGARY IMMIGRANT WOMEN'S CENTRE | (CIWC) |
| I) | CENTRAL ALBERTA REFUGEE EFFORT | (CARE) |
| J) | CATHOLIC SOCIAL SERVICES - RED DEER | (CSS - RED DEER) |
| K) | MEDICINE HAT SOCIETY FOR IMMIGRANT SETTLEMENT | (MHSIS) |
| L) | LETHBRIDGE IMMIGRANT SETTLEMENT ASSOCIATION | (LISA) |
| M) | CATHOLIC SOCIAL SERVICES - CAMROSE | (CSS - CAMROSE) |

Sources:

Statistics submitted by Funded Settlement Agencies

Compiled By:

Alberta Career Development and Employment
Immigration and Settlement

July 1987

APPENDIX A
INTEGRATED SERVICE PROGRAM SERVICE DELIVERY TRENDS - 1986/87

The following tables were compiled from quarterly statistical forms submitted by funded agencies on the numbers and profiles of clients served by paid staff under the Integrated Service Program. The tables do not include clients served by staff funded from other sources, or clients served by volunteers.

The data on the numbers of clients served does not provide any indication of the nature, quality or effectiveness of the services provided. In communities such as Edmonton, Calgary, and Red Deer with more than one agency, there will be some double counting.

Although many of the tables present information by agency, it is not intended that the data be compared between agencies. Factors such as variations in the types of services contracted, resources provided, positions funded under ISP, and the nature of the services make many comparisons invalid.

For those tables which present data from 1984/85, 1985/86 and 1986/87, it should be noted that data prior to 1986/87 for Calgary Catholic Immigration Society related only to the portion of their Employment Program supported by the Alberta Settlement program. In addition, the 1985/86 data for the St. Barnabas Refugee Society refers to clients served under an Alberta Settlement Special Project Grant. The 1986/87 fiscal year represents the first year in which this agency received operational funding.

Table 2 (Page A-4) presents the number of immigrants served by immigration category. There are six categories delineated, three of which are refugee classifications. Refugees are defined by international law as people who have left their country because they have a well-founded fear that if they are returned they will be persecuted because of their race, nationality, religion, membership in a social group or political opinions. Three major refugee categories are: a) government assisted - those selected overseas under the federal government resettlement plan; b) relative sponsored; and c) group sponsored (such as Churches). Relative and group sponsors assume responsibility for the resettlement needs of particular individuals.

Family class immigrants include immediate family such as spouse, children under 21 years or parents over 60 years. Assisted relatives refers to family such as adult siblings and their dependents.

Independent immigrants (other than assisted relatives) includes entrepreneurs, self-employed and retired persons.

TABLE 1
IMMIGRANTS SERVED BY AGENCY AND COMMUNITY
1984/85, 1986/86, 1986/87

COMMUNITY/AGENCY	1984/85	1985/86	1986/87
<u>Calgary</u>			
Calgary Immigrant Women's Centre	---	---	260*
Calgary Immigrant Aid Society	3,399	3,205	4,048
Calgary Catholic Immigration Society	1,210*	1,195*	5,910
<u>Edmonton</u>			
Catholic Social Services	3,528	2,914	2,589
Changing Together July/86 - Mar/87	---	---	139**
Edmonton Immigrant Service Association	1,882	1,526	1,639
Edmonton Mennonite Society for the Assistance of Newcomers	1,225	1,110	1,687
St. Barnabas Refugee Society	---	193***	1,092
<u>Medicine Hat</u>			
Medicine Hat Society for Immigrant Settlement	219	190	250
<u>Lethbridge</u>			
Lethbridge Immigrant Settlement Association	329	199	513
<u>Red Deer</u>			
Central Alberta Refugee Effort	251	305	222
Catholic Social Services	295	360	369
<u>Camrose</u>			
Catholic Social Services	32	59	240
TOTAL	<u>12,370</u>	<u>11,256</u>	<u>18,958</u>

* Calgary Catholic Immigration Society (1984/85, 1985/86) and Calgary Immigrant Women's Centre (1986/87) include only Employment Program clients. Both agencies provide a range of other programs for immigrants, however, only Employment was contracted with the Alberta Settlement program for the indicated fiscal years.

** Changing Together data only available for the period July 1, 1986 to March 31, 1987.

*** St. Barnabas Refugee Society 1985/86 data was for clients that were served under a short-term Alberta Settlement Special Grant. 1986/87 represented the first full year of operational funding for this agency.

TABLE 2
IMMIGRANTS SERVED BY SETTLEMENT AGENCY*
BY IMMIGRATION CATEGORY (1986/87)

REFUGEES																							
AGENCY	DC/CR 1,4,5,6 GOVERNMENT ASSISTED			DC/CR 2 RELATIVE SPONSORED			DC/CR 3 GROUP SPONSORED			INDEPENDENT			FAMILY CLASS ASSISTED RELATIVES			OTHER			UNKNOWN			TOTAL	
	#	%		#	%		#	%		#	%		#	%		#	%		#	%		#	%
CCIS	3,613	61.1		699	11.8		731	12.3		114	1.9		282	4.8		175	3.0		296	5.1		5,910	100.0
CIAS	1,961	48.4		212	5.2		466	11.5		52	1.3		825	20.3		178	4.4		354	8.9		4,048	100.0
CSS - Edmonton	1,661	64.1		194	7.4		270	10.4		40	1.5		287	11.0		102	3.9		35	1.3		2,589	100.0
EISA	1,306	79.6		86	5.2		33	2.0		9	0.5		130	7.9		57	3.4		18	1.0		1,639	100.0
EMSAN	670	39.7		26	1.5		173	10.2		32	1.8		570	33.7		83	4.9		133	7.8		1,687	100.0
SBRIS	667	61.1		46	4.2		103	9.4		18	1.6		46	4.2		196	17.9		16	1.6		1,092	100.0
CARE	127	57.2		15	6.7		22	9.9		6	2.7		34	15.3		7	3.1		11	4.9		222	100.0
CSS - Red Deer	312	84.5		7	1.9		7	1.9		---	---		15	4.0		28	7.6		---	---		369	100.0
CSS - Camrose	168	70.0		3	2.0		67	27.0		---	---		2	1.0		---	---		---	---		240	100.0
LISA	394	76.8		25	4.9		19	3.7		6	1.1		69	13.5		---	---		---	---		513	100.0
MHSIS	216	86.4		1	0.4		2	0.8		11	4.4		7	2.8		9	3.6		4	1.6		250	100.0
TOTAL	11,095	60.4		1,314	7.1		1,893	10.3		288	1.5		2,267	12.3		835	4.5		867	4.7		18,559	100.0

* Does not include data from the two immigrant women's centres - Changing Together and Calgary Immigrant Women's Centre. See Page A-2 for definitions of the immigration categories.

TABLE 3
IMMIGRANTS SERVED BY SETTLEMENT AGENCY
BY TIME OF ARRIVAL - 1986/87

AGENCY	<u>1 YEAR OR LESS</u>	<u>13 - 36 MONTHS</u>	<u>OVER 36 MONTHS</u>	<u>UNKNOWN</u>	<u>TOTAL</u>
<u>Calgary</u>					
Calgary Catholic Immigration Society	3,050 (52%)	1,540 (26%)	1,024 (17%)	296 (5%)	5,910 (100%)
Calgary Immigrant Aid Society	1,513 (37%)	785 (19%)	1,396 (35%)	354 (9%)	4,048 (100%)
Calgary Immigrant Women's Centre	19 (17%)	17 (7%)	55 (21%)	169 (65%)	260 (100%)
<u>Edmonton</u>					
Changing Together*	61 (44%)	39 (28%)	27 (19%)	12 (9%)	139 (100%)
Catholic Social Services	1,392 (54%)	539 (21%)	599 (23%)	59 (2%)	2,589 (100%)
Edmonton Immigration Services Association	1,039 (63%)	324 (20%)	248 (15%)	28 (2%)	1,639 (100%)
Edmonton Mennonite Society for the Assistance of Newcomers	479 (28%)	430 (25%)	667 (40%)	111 (7%)	1,687 (100%)
St. Barnabas Refugee Society	591 (54%)	247 (23%)	208 (19%)	46 (4%)	1,092 (100%)
<u>Red Deer</u>					
Central Alberta Refugee Effort	68 (31%)	78 (35%)	69 (31%)	7 (3%)	222 (100%)
Catholic Social Services	210 (57%)	78 (21%)	58 (16%)	23 (6%)	369 (100%)
<u>Camrose</u>					
Catholic Social Services	133 (55%)	46 (19%)	61 (26%)	---	240 (100%)
<u>Lethbridge</u>					
Lethbridge Immigrant Services Association	340 (66%)	76 (15%)	93 (18%)	4 (1%)	513 (100%)
<u>Medicine Hat</u>					
Medicine Hat Society For Immigrant Settlement	185 (74%)	49 (20%)	16 (6%)	---	250 (100%)
TOTAL	9,080 (48%)	4,248 (23%)	4,521 (24%)	1,109 (5%)	18,958 (100%)

* For the period July 1, 1986 to March 31, 1987.

TABLE 4
PERCENTAGE OF CLIENTS RETURNING FROM EARLIER CONTRACT PERIODS
COMPARED TO PERCENTAGE OF CLIENTS NEW FOR CONTRACT
PERIOD OF APRIL 1, 1986 - MARCH 31, 1987

AGENCY	Returning Clients From Earlier Contract Period	New Clients This Contract Period	Total Number Of Clients Served
<u>Calgary</u>			
Calgary Catholic Immigration Society	3,581 (60.6%)	2,329 (39.4%)	5,910 (100%)
Calgary Immigrant Aid Society	489 (12.1%)	3,559 (87.9%)	4,048 (100%)
<u>Edmonton</u>			
Catholic Social Services	1,055 (40.7%)	1,534 (59.3%)	2,589 (100%)
Edmonton Immigration Services Association	545 (33.3%)	1,094 (66.7%)	1,639 (100%)
Edmonton Mennonite Society for the Assistance of Newcomers	557 (33.1%)	1,130 (66.9%)	1,687 (100%)
St. Barnabas Refugee Society	110 (10.1%)	982 (89.9%)	1092 (100%)
<u>Red Deer</u>			
Catholic Social Services	189 (51.2%)	180 (48.8%)	369 (100%)
Central Alberta Refugee Effort	114 (51.4%)	108 (48.6%)	222 (100%)
<u>Camrose</u>			
Catholic Social Services	155 (64.6%)	85 (35.4%)	240 (100%)
<u>Lethbridge</u>			
Lethbridge Immigrant Services Association	355 (69.3%)	158 (30.7%)	513 (100%)
<u>Medicine Hat</u>			
Medicine Hat Society For Immigrant Settlement	141 (56.4%)	109 (43.6%)	250 (100%)
TOTAL	7,291 (39%)	11,268 (61%)	18,559* (100%)

* Totals do not include clients served by the two immigrant women's centres - Changing Together and Calgary Immigrant Women's Centre.

Returning Clients are clients who have received services from the agency in previous contract years (for example, 1985/86, 1984/85, etc.).

New Clients are clients who were not served by the Agency prior to April 1, 1986.

TABLE 5
IMMIGRANTS SERVED BY TOP TEN COUNTRIES OF BIRTH
PROVINCIAL TOTAL - 1985/86 AND 1986/87

	1985/86			1986/87	
	Number	%		Number	%
1. Vietnam	4,608	40.9	1. Vietnam	5,890	31.0
2. El Salvador	1,349	12.0	2. El Salvador	2,618	13.8
3. Cambodia	1,085	9.6	3. Cambodia	1,528	8.1
4. Poland	749	6.7	4. Poland	1,263	6.6
5. Ethiopia	442	3.9	5. Chile	621	3.3
6. China	337	3.0	6. Ethiopia	620	3.3
7. Chile	217	1.9	7. Nicaragua	570	3.0
8. Czechoslovakia	216	1.9	8. Guatemala	468	2.5
9. Romania	199	1.8	9. Hungary	340	1.8
10. Hungary	174	1.5	10. China	335	1.8
Other Countries	1,880	16.6	Other Countries	4,705	24.8
TOTAL	11,256	100.0	TOTAL	18,958	100.0

TABLE 6A
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87

CATHOLIC SOCIAL SERVICES - EDMONTON

	<u>Number</u>	<u>%</u>
Vietnam	926	35.7
Poland	318	12.2
El Salvador	254	9.8
Cambodia	240	9.2
Chile	208	8.0
Laos	192	7.4
Ethiopia	115	4.4
China	77	2.9
Romania	50	1.9
Czechoslovakia	41	1.5
SUBTOTAL	<u>2,421</u>	<u>93.5</u>
From Other Countries	168	6.5
TOTAL SERVED	<u>2,589</u>	<u>100.0</u>

TABLE 6B
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - JULY 1, 1986 TO MARCH 31, 1987

CHANGING TOGETHER - A CENTRE FOR IMMIGRANT WOMEN - EDMONTON

	<u>Number</u>	<u>%</u>
El Salvador	31	22.3
India	25	17.9
Poland	22	15.8
Chile	17	12.2
Vietnam	12	8.6
Hong Kong	11	7.9
SUBTOTAL	<u>118</u>	<u>84.7</u>
From Other Countries	21	15.3
TOTAL SERVED	<u>139</u>	<u>100.0</u>

TABLE 6C
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87
EDMONTON IMMIGRANT SERVICES ASSOCIATION

	<u>Number</u>	<u>%</u>
Vietnam	436	26.6
El Salvador	221	13.5
Poland	163	9.9
Hungary	128	7.8
Cambodia	116	7.0
Ethiopia	57	3.4
Romania	54	3.2
Czechoslovakia	53	3.2
Nicaragua	36	2.1
Afghanistan	30	1.8
SUBTOTAL	<u>1,294</u>	<u>79.1</u>
From Other Countries	343	20.9
TOTAL SERVED	<u>1,637</u>	<u>100.0</u>

TABLE 6D
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87

EDMONTON MENNONITE SOCIETY FOR THE ASSISTANCE OF NEWCOMERS

	<u>Number</u>	<u>%</u>
Vietnam	1,076	63.7
El Salvador	199	11.7
China	66	3.9
Cambodia	38	2.2
Ethiopia	26	1.5
Poland	22	1.3
Nicaragua	22	1.3
South Korea	21	1.2
Hong Kong	19	1.1
Guatemala	13	0.7
SUBTOTAL	<u>1,502</u>	<u>89.1</u>
From Other Countries	185	10.9
TOTAL SERVED	<u>1,687</u>	<u>100.0</u>

TABLE 6E
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87
ST. BARNABAS REFUGEE SOCIETY - EDMONTON

	<u>Number</u>	<u>%</u>
El Salvador	409	37.5
Cambodia	317	29.0
Vietnam	74	6.8
Chile	39	3.6
Ethiopia	37	3.4
Nicaragua	35	3.2
Guatemala	33	3.0
Peru	28	2.6
Laos	14	1.3
Mexico	14	1.3
SUBTOTAL	<u>1,000</u>	<u>91.7</u>
From Other Countries	92	8.3
TOTAL SERVED	<u>1,092</u>	<u>100.0</u>

TABLE 6F
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87

CALGARY CATHOLIC IMMIGRATION SOCIETY

	<u>Number</u>	<u>%</u>
Vietnam	1,412	23.9
El Salvador	749	12.7
Poland	564	9.5
Nicaragua	356	6.0
Ethiopia	305	5.1
Guatemala	292	4.9
Cambodia	246	4.2
Chile	212	3.6
Hungary	199	3.4
Czechoslovakia	115	1.9
SUBTOTAL	<u>4,450</u>	<u>75.2</u>
From Other Countries	1,460	24.8
TOTAL SERVED	<u>5,910</u>	<u>100.0</u>

TABLE 6C
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87

CALGARY IMMIGRANT AID SOCIETY

	<u>Number</u>	<u>%</u>
Vietnam	1,505	37.1
El Salvador	431	10.6
Cambodia	401	9.9
Laos	285	7.0
China	148	3.6
Chile	120	2.9
Nicaragua	81	2.0
Guatemala	79	1.9
Hong Kong	77	1.9
Ethiopia	68	1.6
SUBTOTAL	<u>3,195</u>	<u>78.9</u>
From Other Countries	853	21.1
TOTAL SERVED	<u>4,048</u>	<u>100.0</u>

TABLE 6H
 IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
 BY TOP TEN COUNTRIES OF BIRTH - 1986/87

CALGARY IMMIGRANT WOMEN'S CENTRE
 EMPLOYMENT PROGRAM ONLY

	<u>Number</u>	<u>%</u>
Vietnam .	29	11.1
El Salvador	21	8.0
China	19	7.3
India	18	6.9
Pakistan	16	6.1
Phillipines	13	5.0
Hong Kong	12	4.6
Kenya	11	4.2
Chile	10	3.8
Japan	10	3.8
SUBTOTAL	<u>159</u>	<u>61.2</u>
From Other Countries	101	38.8
TOTAL SERVED	<u>260</u>	<u>100.0</u>

TABLE 61
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87
CENTRAL ALBERTA REFUGEE EFFORT - RED DEER

	<u>Number</u>	<u>%</u>
Cambodia	42	18.9
El Salvador	40	18.0
Vietnam	28	12.6
Poland	15	6.7
China	14	6.3
Laos	10	4.5
Iran	8	3.6
Rumania	6	2.7
Ethiopia	5	2.2
Chile	3	1.3
SUBTOTAL	<u>171</u>	<u>77.1</u>
From Other Countries	51	22.9
TOTAL SERVED	<u>222</u>	<u>100.0</u>

TABLE 6J
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87

CATHOLIC SOCIAL SERVICES - RED DEER

	<u>Number</u>	<u>%</u>
Vietnam	107	28.9
Poland	95	25.7
El Salvador	55	14.9
Czechoslovakia	28	7.5
Cambodia	15	4.0
Romania	13	3.5
Nicaragua	9	2.4
Guatemala	9	2.4
Cuba	8	2.1
Ethiopia	7	1.8
SUBTOTAL	<u>346</u>	<u>93.8</u>
From Other Countries	23	6.2
TOTAL SERVED	<u>369</u>	<u>100.0</u>

TABLE 6K
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87

MEDICINE HAT SOCIETY FOR IMMIGRANT SETTLEMENT

	<u>Number</u>	<u>%</u>
El Salvador	79	31.6
Cambodia	42	16.8
Vietnam	37	14.8
Poland	29	11.6
Guatemala	23	9.2
SUBTOTAL	<u>210</u>	<u>84.0</u>
From Other Countries	40	16.0
TOTAL SERVED	<u>250</u>	<u>100.0</u>

TABLE 6L
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87
LETHBRIDGE IMMIGRANT SETTLEMENT ASSOCIATION

	<u>Number</u>	<u>%</u>
Vietnam	198	38.5
El Salvador	71	13.8
Poland	35	6.8
Nicaragua	25	4.8
Guatemala	19	3.7
Romania	18	3.5
Cambodia	18	3.5
Hungary	13	2.5
Chile	12	2.3
China	11	2.1
SUBTOTAL	<u>420</u>	<u>81.9</u>
From Other Countries	93	18.1
TOTAL SERVED	<u>513</u>	<u>100.0</u>

TABLE 6M
IMMIGRANTS SERVED BY SETTLEMENT AGENCIES
BY TOP TEN COUNTRIES OF BIRTH - 1986/87

CATHOLIC SOCIAL SERVICES - CAMROSE

	<u>Number</u>	<u>%</u>
Laos	92	38.3
El Salvador	58	24.2
Cambodia	53	22.0
Vietnam	31	13.0
Nicaragua	6	2.5
TOTAL SERVED	<u>240</u>	<u>100.0</u>